

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB TITLE: **COMMUNICATIONS SUPERVISOR**

DEPARTMENT: **POLICE**

BASIC FUNCTION:

Under general supervision, to assume shift responsibility in police and fire safety communications services; perform a variety of administrative and emergency tasks in support of the police and fire department operations; and perform other related work as assigned.

DISTINGUISHING CHARACTERISTICS:

Communications Supervisor is a non-sworn classification responsible for providing direction to subordinate personnel in police and fire dispatch activities on each shift. The position performs Computer Aided Dispatch (C.A.D.) system backup procedures and operates the system to produce reports as required. This level is distinguished from the Communications Manager who is responsible for the operation and supervision of police and fire dispatch activities on all shifts.

KEY RESPONSIBILITIES:

Conduct supervisory activities involving the dispatch of routine and emergency services, such as in ambulance, tow trucks and paramedic services for a shift operation;

Provide instructions to subordinates and answer questions; assist in coordinating scheduling and completion of work unit projects; inspect work for accuracy and completeness; evaluate work techniques and methods for conformance to established work standards and report to Communications Supervisor as necessary;

Respond to inquiries from the public and other departmental or City employees; provide explanation of work unit technical processes and functions requiring an understanding of policies and procedures; advise the Watch Commander of pertinent incoming information and potential operating problems;

Conduct training, or supervise such activity; assist in preparing and maintaining the Dispatch Training Manual; advise and otherwise provide assistance and training to other department personnel regarding communications services and equipment operation;

Participate in the development of, and implement policies and procedures relating to safety communications services; assist in preparing and maintaining operations manuals and initiatives related to the Dispatch Center;

Prepare tape recordings as requested of radio and telephone communications for use as court evidence, in response to subpoenas, for training, or for other authorized purposes;

Enter and update emergency, caution and related files into the computer system;

Requisition supplies and other materials as needed; maintain an inventory of supplies for the Dispatch Center;

Supervise, train and evaluate assigned staff;

Represent the department in relations with professional associations, other agencies and organizations;

Perform other related duties as assigned.

REPORTING RELATIONSHIP:

This position reports to the Communications Manager

QUALIFICATIONS:

Knowledge of:

Organization and functions of municipal law enforcement and fire departments;

Operational principles and practices of a police and fire radio-telephone emergency communications and dispatching system, including emergency (911) system operation;

Geography of the City of Carlsbad and environs;

Appropriate agencies for handling of public safety complaints/problems/emergencies;

General office and administrative practices and procedures, including rules and procedures involved in release and maintenance of police records and files;

English usage, spelling, punctuation, and grammar;

Practices of supervision and training.

Ability to:

Communicate with the public and quickly identify the emergency dispatch needs;

Handle multiple situations on a simultaneous basis;

Exercise sound judgment in making priority decisions;

Remain calm in emergency situations;

Read, interpret and communicate map information accurately;

Plan, schedule and coordinate the work of assigned personnel;

Work effectively without direct supervision;

Communicate effectively in written and oral form;

Develop and maintain effective working relationships with those contacted in the course of work.

EXPERIENCE AND EDUCATION:

Any combination equivalent to the experience and education that could likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge, skill and ability would be:

Two years of experience involving the operation of an emergency law enforcement and/or fire dispatch system, comparable to Communications Operator II at the City of Carlsbad.

SPECIAL REQUIREMENTS:

Must possess a Police Officer Standards of Training (P.O.S.T.) Basic Dispatch Course Certificate.

Experience in Computer Aided Dispatch (CAD) system is required.

Dispatch operations run on a 24-hour per day, seven day a week schedule. Incumbents will be subject to rotating shifts and varying schedules to meet the needs of the operation.

PHYSICAL REQUIREMENTS AND ENVIRONMENTAL SETTING

Positions in this class are typically situated in an office environment (Police Communication Center) resulting in little exposure to the weather. The working environment may range from periods of high volume emergency and life-threatening calls for service to periods of little activity. The position is subject to stressful time-pressure situations and occasional boredom.

Persons in this position must be able to do the following: sit for prolonged periods of time; hear and transmit radio transmissions and instructions; see and read an activity screen, use a keyboard; and wear headsets for prolonged periods of time. Persons in this position may occasionally drive to meetings or to deliver materials to other locations as necessary.

DATE APPROVED: